GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:658
ANSWERED ON:23.11.2009
OUTSTANDING DUES OF MTNL /BSNL
Dubey Shri Nishikant

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the outstanding dues on account of telephone bills of the Mahanagar Telephone Nigam Limited (MTNL)/Bharat Sanchar Nigam Limited (BSNL) have increased;

(b) if so, the details thereof alongwith the total outstanding dues during the last three years and the current year, State-wise; and

(c) the steps taken/being taken by the Government to recover the outstanding dues?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT)

(a) No, Sir.

(b) Does not arise in view of (a) above.

(c) Following steps have been taken/are being taken by BSNL & MTNL to recover their outstanding dues:-

(i) Automatic payment reminders are issued through Interactive Voice Response System (IVRS) to persuade the customers to make payment before disconnection of their telephones.

(ii) Phones are disconnected as per the prescribed schedule in case of non payment of dues by customers. This is followed by permanent closure of telephone and adjustment of security deposit against the outstanding dues.

(iii) Unit-wise and Year-wise targets are fixed for recovery/liquidation of outstanding dues and progress in this regard is closely monitored at the Corporate level and suitable instructions are issued from time to time to field units for improving the recovery of dues.

(iv) Recovery Agents are employed for making recoveries. BSNL has also launched a new scheme called 'Project Kuber' for making recovery of 3 months to 3 years old dues in respect of closed connections.

(v) Various discount/incentive schemes are launched for recovery of outstanding from defaulting subscribers.

(vi) Legal proceedings wherever required are initiated against the defaulters for recovery of dues.

(vii) BSNL has requested various State Governments to amend their respective land revenue Acts, so that outstanding telephone dues of BSNL can be recovered as land revenue arrears.

(viii) MTNL is implementing a Revenue Assurance program to maximize the revenue billing and revenue realization. It has also deployed a reputed firm to conduct Revenue Assurance Audit of its landline interconnect billing process. Convergent billing system is also being introduced by MTNL for improving recovery of dues.